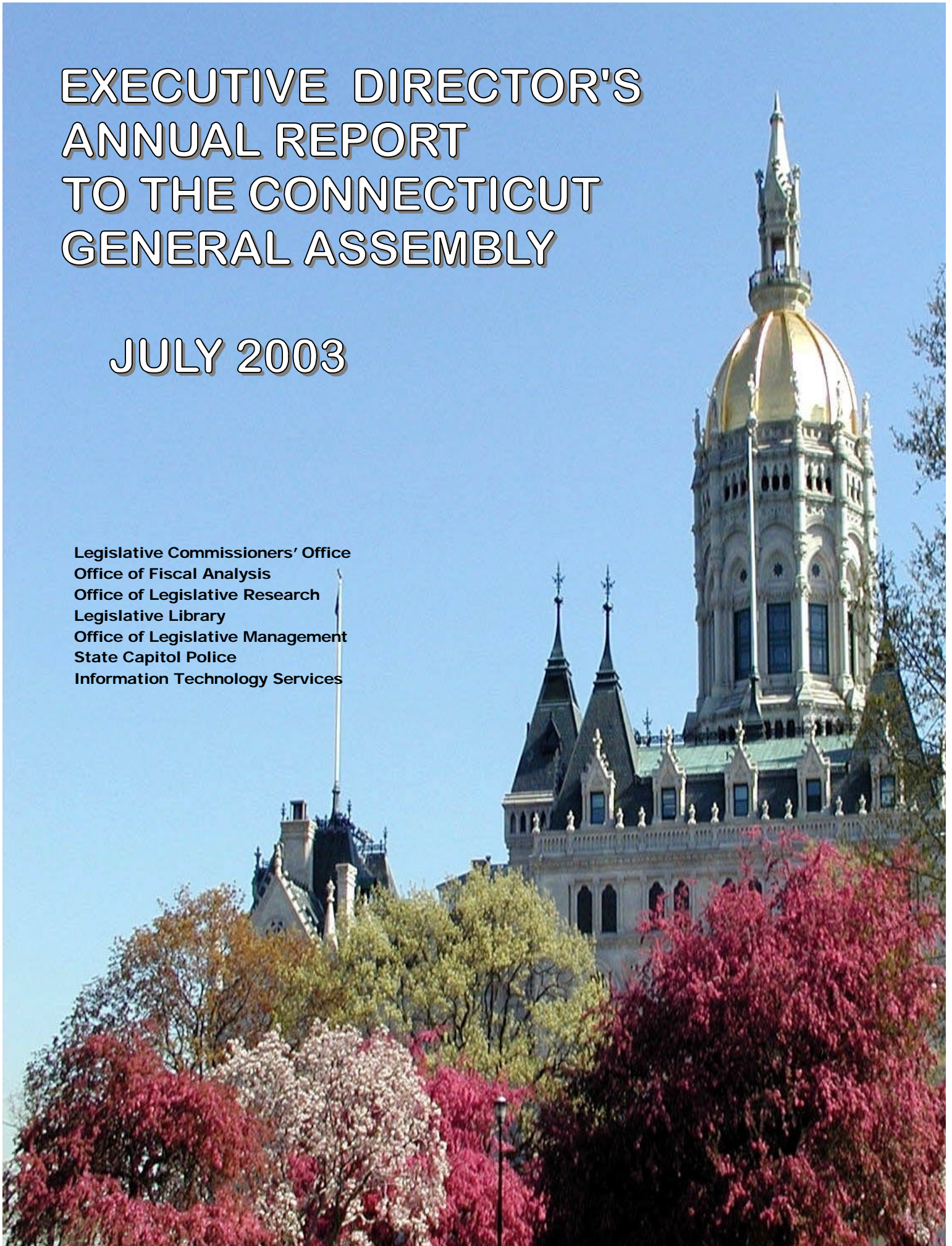


# EXECUTIVE DIRECTOR'S ANNUAL REPORT TO THE CONNECTICUT GENERAL ASSEMBLY

JULY 2003

Legislative Commissioners' Office  
Office of Fiscal Analysis  
Office of Legislative Research  
Legislative Library  
Office of Legislative Management  
State Capitol Police  
Information Technology Services



Dear Members of the General Assembly,

Our fourth annual report reflects our commitment to serving the legislature– the backbone of our representative democracy. The nonpartisan staff continues to focus on improved service. During the past year, we increased interoffice collaboration, implemented our previously designed succession management program to prepare for retirement of experienced staff, and identified creative ways to save money and improve operational efficiency without cutting legislative services.

Among the highlights:

- \* In addition to its usual duties, OFA assisted legislative leaders during extended budget negotiations in the 2002 interim, worked to refine standards for preparing and reviewing fiscal notes, and collaborated with OLR to issue joint fiscal notes and bill analyses on certain Finance Committee bills.
- \* The State Capitol Police won national accreditation from the Commission on Accreditation for Law Enforcement Agencies, one of only 14 Connecticut police forces to be so recognized.
- \* The bills and amendments LCO drafted during the 2003 regular session almost equal two complete 16-volume sets of statutes.
- \* Looking ahead, an OLR working group issued recommendations to mitigate the impact of the likely retirement of several of its most experienced analysts and attorneys in the next few years.
- \* ITS replaced all personal computers and laptops, upgraded the related software, and completely redesigned the General Assembly's website.
- \* OLM maintained its serious commitment to providing personnel, payroll, financial, and workplace quality services to the almost 750 legislators and staff who comprise our legislative community.

During the 2003 interim we will once again work together--to prepare for the important policy issues of the next session and to discuss how veteran staff can pass on to newer employees ways to balance initiative in serving legislators without advocating, or seeming to advocate, particular policies.

Your feedback is crucial to our efforts to serve you better. Please contact me with your comments or suggestions. As always, we look forward to continuing our work for you.

Sincerely,

D'Ann Mazzocca

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## **2003 GENERAL ASSEMBLY AT A GLANCE**



### **Legislators**

Representatives – 151

- \* Men – 104
- \* Women - 47

Senators – 36

- \* Men – 28
- \* Women - 8

Democrats – 115

Republicans – 72

### **Employees**

Permanent Employees – 397

- \* Partisan – 184
- \* Non-partisan – 213

Sessional Employees – 161 (35 during interim)

### **Legislation**

Senate bills – 1188 (raised/committee)

House bills – 1721 (raised/committee)

House Joint Resolutions – 190

Senate Joint Resolutions – 31

House Resolutions – 36

Senate Resolutions – 38

Total bills (proposed, raised, committee) – 4,917

Called amendments – 472

Uncalled amendments – 1,782

Files – 821

Public acts – 279

Special acts – 19

### **Committees**

Standing and select committees – 26

Public hearings – 166

Meetings – 298

Votes – 1,839

### **Sessions**

House Sessions – 106

\* 25 regular

\* 81 technical

Senate Sessions – 104

\* 22 regular

\* 82 technical

Roll call votes

\* House – 188

\* Senate – 146

Voice votes

\* House – 191

\* Senate – 78

## **WORKING TOGETHER**

### **Nonpartisanship**

In an effort to address legislators' concerns about nonpartisanship, senior staff from LCO, OFA, and OLR met to discuss related issues. They decided that each office should have internal discussions on how to be nonpartisan in their respective duties. Staff also met in small interoffice discussion groups arranged according to the committees they staffed to talk about the challenges of nonpartisanship. The result was an increased awareness and understanding of how staff is perceived and ideas to ensure that all legislators feel comfortable using nonpartisan staff.



### **Fifth Floor Working Group**

Eighteen members of LCO, OFA, and OLR, led by Cathy Bernstein, Al Calandro, and Saul Spigel, met as the Fifth Floor Working Group to discuss issues of interest to legislative staff. This group made several recommendations for the future, including:

- \* developing interoffice groups to study emerging issues
- \* having the Legislative Library organize and maintain public hearing testimony
- \* presenting joint bill analyses and fiscal notes for appropriate bills
- \* developing "bill notes" to be shared among nonpartisan staff

- \* making information on General Assembly websites more accessible and current
- \* improving communication among nonpartisan staff and between nonpartisan and caucus staff

### **Combined Bill Analyses and Fiscal Notes**

The 2003 session saw the debut of combined bill analyses and fiscal notes, created by OLR and OFA staff on the Finance, Revenue and Bonding Committee. In these joint summaries, several complex bills were analyzed by section, with each section detailing both the fiscal impact and legal effect of the proposed legislation. This enabled legislators to gain a full understanding of a bill from a single document, rather than searching for parallels in separate bill analyses and fiscal notes. Based on the success of this pilot venture, the offices plan to produce joint summaries for complex bills in additional committees in future sessions.

### **Fee Project**

OLR and OFA, with assistance from LCO, worked together to develop a database with information on all of the fees executive agencies charge. The offices developed a database that includes: each fee, the agency charging it, its amount, the number of times the agency charged the fee during the most recent fiscal year, the gross and General Fund revenue raised by each fee, the year the fee was last changed, and the fee's statutory or regulatory authority (its citation). The database has been printed and fills a three-inch binder. It is also stored electronically and can be searched and sorted by any field in the database, such as fee name, agency name, citation, or the year the fee was last changed.

### **Biennial Institute for Connecticut Legislators**

Twenty-eight new legislators attended the two-day Biennial Institute for Connecticut Legislators in December 2002. The Issues Conference took place on the first day and was dedicated to discussing selected policy issues that new legislators would face during their first legislative session. Staff from LCO, OFA, and OLR led discussions on electric deregulation, the state budget, and revenue and taxes. The New Member Orientation made up the second day of the Institute, with nonpartisan staff, committee administrators, and sitting legislators discussing and demonstrating how bills become law, effective use of nonpartisan staff, the committee process, the effect of legislative service on a legislator's family, and rules of procedure in the chambers. Several current legislators conducted a mock legislative session in the House chamber to show new members a typical session day.

## **Multi-Office Collaboration**

The non-partisan and caucus offices teamed up to take on several large projects and issues over the past year. These endeavors included work on:

- \* Contingency plans for emergencies
- \* Transportation Strategy Board
- \* Medical malpractice
- \* Electric restructuring
- \* Domestic partners
- \* Budget, tax packages, and implementers
- \* Voting and elections issues
- \* State construction contracts



*The OLR, LCO, and OFA directors at their regular weekly meeting with the executive director to discuss issues, resolve problems, and improve interoffice collaboration.*

## **LEGISLATIVE COMMISSIONERS' OFFICE**

Max Case and Robert G. Gilligan, Legislative Commissioners  
Marcia Goodman, Director

**STAFF** – LCO has 33 staff members. Of these, 20 are attorneys and 13 are administrative/secretarial staff.

### **HIGHLIGHTS**

- \* **Bill Drafting** – Text of all bills and amendments drafted in the 2003 regular session totaled more than 31,000 pages - nearly equivalent to twice the entire text of the 2003 *Connecticut General Statutes*.
- \* **Add-On Amendments** – With the assistance of ITS, LCO developed new software to expedite the preparation of add-on amendments. The new software allows LCO to prepare add-on amendments more quickly and with enhanced quality assurance.
- \* **Mason's Manual of Legislative Procedure** – LCO conducted a point-by-point review of the 2000 edition of *Mason's Manual of Legislative Procedure* in order to identify substantive differences in general parliamentary procedure since the manual's last printing in 1989. These differences were compiled and explained in a memorandum prepared for use by the caucuses.



- \* **Annotations** – Judicial decisions issued by Connecticut's Supreme and Appellate Courts through September 30, 2002 were analyzed for each court's discussion of constitutional and statutory provisions. Annotations concerning the respective courts' construction or interpretation of

constitutional or statutory provisions were prepared by LCO for publication in the 2003 *Connecticut General Statutes*.

- \* **Publications** – LCO edited and published the 2003 edition of the *Connecticut General Statutes*. This process included the preparation of a history for each statute that was amended during the 2001 and 2002 legislative sessions, as well as court annotations.
- \* **Federal Constitutional Protections and the Legislature** – Senior LCO staff conducted in-depth research on the legal protections afforded to members of the legislature by the Speech or Debate Clause of the state Constitution. This research will better enable LCO to advise on legal matters that arise as a result of the legislative procedure, such as freedom of information requests.



## FUTURE PLANS

- \* **Bar Coding Favorably Reported Bills** - As a means of tracking the status of favorably reported bills, LCO hopes to expand the bar coding and tracking process, currently used for amendments, to favorably reported bills.
- \* **Engrossed Bills Database** – In conjunction with the Secretary of the State's Office and the Connecticut State Library, LCO's engrossing unit will continue its work toward making more widely available the new web-based database for engrossed bills. The ultimate aim of this work is to provide a single information source for members of the legislature and the general public concerning engrossed bills.



- \* **Executive and Legislative Nominations Procedure Manual** – In order to provide members of the legislature with a detailed description of the process required for executive and legislative nominations requiring action of either or both houses, LCO will create a manual that (1) describes the process; (2) lists the relevant boards, commissions and department heads subject to appointment; and (3) indicates the requirements for such appointees. LCO's goal is to make this manual available to members of the General Assembly through the office's website.
- \* **Electronic Transmission of Amendments** – LCO, in conjunction with OFA and ITS, will explore the most effective way for LCO to electronically transmit amendments to OFA.
- \* **Law Revision Commission** – With the early retirement of the Law Revision Commission's two most senior attorneys, LCO's staff will help the commission meet its needs.

## **2002-03 ACTIVITIES**

### **Bills Drafted**

- \* Proposed bills – 2,300
- \* Proposed bills filed with the clerks – 2,156 (94% of those drafted)
- \* Fully drafted bills – 2,048 (includes raised, committee, Governor's, emergency-certified, and proposed substitute bills)

- \* Total pages of text for fully drafted bills – 16,102

### **Favorable Reports and Files**

- \* Committee favorable reports – 1,336
- \* File copies – 820, including reprints

### **Amendments**

- \* Amendments drafted – 2,799
- \* Total pages of text for amendments – 14,939
- \* Amendments called on the floor – 472 (17% of those drafted)
- \* Number of session days with more than 100 amendments drafted – 11
- \* Amendments drafted in the last three days of the regular session – 470 (17% of total)

### **Acts**

- \* 2003 regular session – 279 public acts, 19 special acts

### **Regulations**

- \* Evaluated and made recommendations on 103 regulations proposed by the executive branch from July 2002 through June 2003

### **Daily Website Activity (Averages)**

	<b>IntRAnet</b>	<b>IntERnet</b>
Visitors	5	335
Pages Visited	12	400
Session length (in minutes)	1:31	3:37

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**Mission:** *To serve legislators and other officials by drafting legislation that expresses legislative intent in clear, concise, and constitutionally sound language, providing legal counsel, publishing legislative documents, and carrying out all other duties assigned by law to the Legislative Commissioners' Office.*

## **OFFICE OF FISCAL ANALYSIS**

Susan Shimelman, Director

**STAFF** – OFA has 22 full-time employees - 13 budget analysts in its Appropriations Section, three economic analysts in its Finance Section, an office director, a budget system coordinator and four administrative/secretarial staff.

### **HIGHLIGHTS**

#### **On the Web**

OFA added two new improvements to its website over the last year:

- \* A search mechanism that allows the user to sort OFA's documents (currently about 84 in number) by year and by type of document rather than scrolling through a lengthy list of document titles
- \* A list of 19 frequently asked questions to assist those who are not familiar with OFA and to help answer some general inquiries for those with a working knowledge of OFA's services

#### **OFA Survey**

In December 2002, an electronic survey was sent to all legislators and staff of the Connecticut General Assembly regarding OFA's information and services. The office sent the survey to all staff and legislators and received 132 responses. Overall, when asked to rate OFA's effort to provide objective and unbiased information and services, 38% responded "very good" and 45% responded "good." In addition:

- \* 94% of those who responded were either familiar or very familiar with the services provided by OFA;
- \* 44% and 42% rated the overall quality of the services provided by OFA as very good and good respectively;
- \* Over 75% of the respondents indicated that access to OFA, the timeliness of returned phone calls and the relationship between OFA and the legislature was also good or very good;
- \* 86% believed that fiscal notes were accurate; and
- \* 75% of the respondents rated the degree of quantitative data in fiscal notes was good or very good.

OFA also received suggestions for improvements, including (1) more information on baseline spending on key programs over time; (2) more

comparative and trend analysis; (3) more user-friendly reports (“clearer and simpler”) with more graphics; (4) a clearer definition of what is a “significant” expenditure; (5) less reliance on agency information; (6) standardization and simplification of the narrative section of fiscal notes, including greater use of subheadings; (7) more analysis on how certain legislative actions impact future revenues; (8) more application of real performance measures; and (9) development of a web-based search system.

## **2002-03 ACTIVITIES**

### **Budget**

Faced with projected budget shortfalls as high as \$670.7 million in FY 03, \$2,108.7 million in FY 04 and \$2,518.2 million in FY 05, the administration and the legislature began negotiations in November 2002 in an attempt to eliminate the FY 03 deficit and possibly begin mitigating the FY 04 and FY 05 shortfalls. In February 2003, the House and Senate ultimately passed an emergency-certified deficit mitigation plan, PA 03-2 (HB 6495), which the Governor signed into law. OFA assisted the budget efforts by tracking various expenditure reduction and revenue raising proposals and providing analyses, including the impact of layoffs and the Early Retirement Incentive Plan.

During the 2003 session, OFA staff helped with the development of an Appropriations Committee budget (HB 6548) as well as two emergency-certified budgets, PA 03-279 (HB 6720) and PA 03-185 (HB 6721). Although the legislature did not take up the Appropriations Committee budget, both emergency-certified budgets passed the House and the Senate, but were vetoed by the Governor. Due to disagreement between the administration and the legislature over how to solve the remaining FY 04 and FY 05 projected budget shortfalls, OFA staff continues to prepare frequently updated documents for budget negotiations that began at the end of the 2003 regular session and continue as of this writing.

### **Reports**

OFA regularly publishes reports on state spending, capital expenditures, and revenues. This tradition continued last year with the issuance of:

<b>Title</b>	<b>Issued</b>
Year-End Analysis of the FY 2001-02 General Fund and Transportation Fund Budgets	October 2002
OFA Budget Book	October 2002
FY 2002-03 General Fund and Transportation Fund Budget Projections	November 2002

FY 2002-03 General Fund Budget Projection Update	December 2002
Overview of the State Budget Process	December 2002
Overview of State Revenue	December 2002
Grant Information Sheets	January 2003
Connecticut's Capital Budget	February 2003
Supplemental Analysis of the Governor's 2003-2005 Biennium Budget	March 2003
Synopsis of the Governor's 2003-2005 Biennium Budget	March 2003
Appropriations Committee Budget	April 2003

### **Fiscal Notes**

OFA issued written fiscal notes for 928 bills and amended bills during the 2003 regular session. In addition, OFA issued fiscal notes on 2,293 amendments. OFA does not analyze some amendments, either because the office is told that they will not be called or because it does not receive them in time. In 2003, 153 amendments (less than 7%) fell into this category.

### **Other Fiscal Analyses**

OFA provides fiscal impact statements and analyses of fiscal activities on a year-round basis, including for regulations and Bond Commission and Finance Advisory Committee agenda items.

In 2002-03, OFA staff reviewed and analyzed:

- \* Governor's allotment reductions in November 2002 (totaling \$33 million) and January 2003 (totaling \$16.2 million)
- \* 29 transactions totaling \$126.6 million (all funds) for four Finance Advisory Committee meetings
- \* State Bond Commission meetings
  - \* Bond Commission meetings – 6
  - \* Total number of agenda items – 170.
  - \* Total year-to-date allocations:
    - \* New General Obligation (GO) bonds - \$877.3 million
    - \* Reallocated General Obligation bonds - \$19.4 million
    - \* Revenue bonds - \$36.0 million
    - \* Special Tax Obligation (STO) bonds - \$196.0 million
- \* 96 items for 12 Regulation Review Committee meetings

### **Daily Website Activity (Averages)**

	<b>IntRAnet</b>	<b>IntERnet</b>
Visitors	6	99
Pages visited	43	178
Session length (in minutes)	3:09	3:13




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**MISSION:** *The Office of Fiscal Analysis provides the General Assembly with independent, accurate, and timely fiscal information to help it make budgetary decisions and assess the fiscal impact of legislation under consideration. This mission is accomplished in a professional, nonpartisan manner.*

## **OFFICE OF LEGISLATIVE RESEARCH**

Lawrence K. Furbish, Director

**STAFF** – OLR has 25 full-time and one part-time staff. Of these, 14 are analysts, seven are attorneys, and five are administrative/secretarial staff.

- \* Range of years current researchers started with OLR – 1973 – 2001
- \* Average number of years with OLR – 17.1



### **HIGHLIGHTS**

#### **OLR Strategic Plan 2003 – 2008**

OLR's Future Group met during the 2002 interim to discuss issues and prepare strategies for meeting future office needs. The group presented its final report and recommendations to the entire office in February 2003. Its suggestions included:

- \* Preserving and passing on subject matter and institutional knowledge
- \* Attracting, hiring, and retaining good employees and fostering good working relationships among office staff
- \* Creating future leaders by cultivating and rewarding excellent performance
- \* Preserving the integrity and delivery speed of products and services
- \* Improving customer relations and serving all legislators.

## **Updates to OLR Website**

OLR staff developed written statements and descriptions of office policies and placed them on the OLR website. These policies address:

- \* Confidentiality and release of documents
- \* How legislators can most effectively use OLR staff
- \* Reviewing, quality control, and changes to OLR documents
- \* Guidelines for distinguishing between an OLR and OFA request
- \* Various services OLR can offer legislators and staff.

## **OLR Backgrounders**

OLR staff prepared several background briefs detailing issues of potential interest to legislators and staff. Staff write these “Backgrounders” on their own initiative, on emerging issues that they anticipate will generate interest or publicity. The subjects of recent Backgrounders have included same-sex partnerships, the *Sheff v. O’Neill* settlement, childhood obesity, and the Help America Vote Act of 2002.

## **Fall Fellowship**

For the first time, OLR took on a fellow in the fall, with great success. A second-year law student from the University of Connecticut School of Law performed excellent work and contributed greatly to the office and the General Assembly. OLR continued its fellowship program in the spring, with another UConn law student assisting researchers and legislators during the session. The office plans to continue its fellowship program in the future.

## **FUTURE PLANS**

### **Expand Joint Bill Analysis-Fiscal Note Pilot Program**

Based on the success of the joint bill analysis-fiscal note experiment for several Finance Committee bills, OLR plans to continue working with OFA to expand this pilot program to a few more committees for the 2004 legislative session. OLR also expects to consult with ITS to develop a new template for these combined efforts.

### **Long-Range Plan**

Staff will continue looking into ways to implement the recommendations of OLR’s Future Group. Some of these proposals include looking at new ways to

meet customers' needs, encouraging staff development, enhancing OLR's website, and working to expand the number of customers the office serves.



### **Retirement Challenge**

In the coming months, remaining OLR staff will need to figure out how to accommodate the retirement of two long-term employees and take steps to mitigate the effects of future retirements. Several staff members are expected to retire over the next few years, as OLR has one of the most senior staffs in the General Assembly. The office will soon lose two researchers with 26 and 30 years of respective experience, and its anticipated future losses will pose a challenge to remaining staff.

### **2002-03 ACTIVITIES**

#### **Research Reports**

Number of research reports – 882

Total number of report pages – 3,983

Committee chairs

- \* Percentage of report requests – 31%
- \* Percentage of General Assembly – 28%

Ranking Members

- \* Percentage of report requests – 33%
- \* Percentage of General Assembly – 28%

<b>OLR Report Requestors</b>	<b>General Assembly</b>
37.5% Republican 62.5% Democrat	38.2% Republican 61.8% Democrat
44% Senate members 56% House members	19% Senate members 81% House members

- \* **Informal research requests:** from June 2002 through June 2003, OLR researchers responded to 6,472 informal requests for information (requests not requiring a formal report). Of these, staff received 4,253 by telephone, 1,173 by e-mail, and 1,046 in person.
- \* **2003 Major Issues report:** issued to all legislators before the 2003 session and distributed online (OFA contributed Appropriations section).
- \* **Topical updates:** periodic issue updates for legislator and staff subscribers on subjects such as education, business and labor, housing, and crime and punishment. Distributed by e-mail and available online.

### **Legislative Analysis**

Bill analyses – 812

2002 Public Act summaries – 154

- \* **2003 Major Public Acts:** summarizes major legislation passed during the 2003 session, distributed to all legislators and available online.
- \* **2002 Acts Affecting:** short summaries of acts on topics such as education, crime, seniors, children, fire fighters, and housing distributed to legislators and available online and to the public on request.
- \* **2002 Public Act Summaries:** copies distributed to legislators, state agencies, town clerks, the State Library, various local, state, and federal organizations, and to the public, and available on CD-ROM and online.
- \* **2002 Bill Tracking Report:** a list of bills enacted under a different bill number or as part of a larger omnibus bill, with a follow-up report if necessary listing bills from the regular session that are incorporated into implementer bills during the special session. Available on request and online.

### **Daily Website Activity (Averages)**

	<b>IntRAnet</b>	<b>IntERnet</b>
Visitors	24	376
Pages visited	71	1,058
Session length (in minutes)	2:42	6:13

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**MISSION:** *The Office of Legislative Research helps the General Assembly make policy and serve the public by providing accurate, timely, and objective research, policy analysis, and assistance in the development of legislation.*

## **LEGISLATIVE LIBRARY**

**Susan Southworth, Chief Librarian**

**STAFF:** The Legislative Library has three full time staff. Of these, two are librarians and one is a library assistant.

### **HIGHLIGHTS**

#### **Collaboration**

- \* A product of the summer 2002 fifth-floor working group was a centralized collection of added testimony handed in at public hearings. Utilized extensively by the Office of Fiscal Analysis, it was a successful first-year effort, although it proved labor intensive for library staff. Additional dialogue with committee clerks before the 2004 session should help establish a more efficient method to ensure a complete collection of such testimony.



- \* The library created a web bibliography of state government reorganization studies with links to the full text of each. In order to provide direct access to each of these prior studies, staff enlisted the assistance of the Copy and Supply Center to scan each of the studies into electronic format for posting on the Library's Intranet site. This electronic access also eliminates the laborious and expensive task of creating paper copies for legislators or staff members investigating past efforts to streamline state government.
- \* To better understand portions of the legislative process with which the library staff is not directly involved, one librarian participated in a shadowing project during the 2003 session, assisting the OLR researcher assigned to the Select Committee on Children. The librarian was engaged

in many aspects of the committee process, including attending public and informational hearings and performing research with the OLR staffer.

### **Technology**

- \* The collection of legislative transcripts and public hearings extends back to 1980 in microfiche, and forms the basis for compiling on-site legislative histories. The Library's microfiche reader/printer had become obsolete, with parts and supplies no longer available. After investigating several options, the library purchased a new scanner/printer that allows staff to create either print or electronic versions of legislative documents from the microfiche, simplifying transmission of these documents to members or constituents.
- \* ITS worked with library staff to modify the BIB-MIS software program that indexes OLR reports by topic and location in the library files. The next step will be to convert all data from 1988 to the present into this new program, to eliminate the library's reliance on the outmoded LEX system.
- \* The library staff has begun incorporating periodical titles into the card catalog, adding subject entries for each periodical it receives to direct researchers to relevant serials as well as books in the collection.



### **Professional Development**

Utilizing programs offered by the Connecticut State Library's continuing library service units, staff attended three seminars: Advanced Internet Research, Book Repair and Maintenance, and Scanning Techniques and Equipment.

### **FUTURE PLANS**

Following up on the analysis of its serials collection, library staff plans to review the book collection to identify areas of deficiency or outmoded resources. In the next year it also hopes to preserve several heavily used titles by binding them;

this will include items such as the run of budgets, bill analyses, and fiscal notes dating back to the early 1970s.



The library currently monitors 757 “active” reports, 669 of which are mandated by legislation. Identifying and retrieving copies of mandated reports is a vital and time-consuming function. Task force reports are some of the library’s most heavily used resources. In cooperation with the Copy and Supply Center, staff expects to continue the scanning project during the interim to preserve and make electronically available the collection of task force and agency reports, beginning with the more heavily used and/or older reports.

## **2002-03 ACTIVITIES**

- \* Reference questions – 6,200 (with continued emphasis on higher level research and teaching methods)
- \* New items catalogued and classified – 872
- \* Periodical tables of contents routed – 5,784
- \* Taught four research technique seminars and graded research projects by 100 legislative interns
  - o Hours spent teaching and grading – 31
- \* Assisted in organization and presentation of New Legislator Conference
- \* Annual National Library Week contest

In its never-ending quest to capitalize on the limited space available, staff reorganized the library’s collection, finished binding the historical set of bill files, and reviewed current serials subscriptions. Budgetary restrictions led staff to cancel several subscriptions that were less frequently used and readily available in other formats.

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**Mission:** *The Legislative Library provides professional, nonpartisan assistance to General Assembly members and staff by identifying, acquiring, and disseminating information resources relevant to legislative functions, developing and maintaining appropriate bibliographic tools, educating users in the research process, and responding to changing information technology.*

## **OFFICE OF LEGISLATIVE MANAGEMENT**

D'Ann Mazzocca, Executive Director

**STAFF** – OLM has 25 full-time and 11 part-time staff as follows:

- \* Executive Director – 1
- \* Financial Services – 9 full-time and 1 part-time
- \* Personnel, Payroll, and Training – 5 full-time and 3 part-time
- \* Copy Center – 2 full-time and 4 sessional
- \* Facilities and Support Services – 4 full-time and 3 sessional
- \* Administrative Staff – 4 full-time

### **HIGHLIGHTS**

#### **Staff Reorganization**

The financial administrative staff was reorganized during the last fiscal year to provide an increased emphasis on purchasing and budget management. This reorganization provided better service to legislative offices, reducing purchasing delivery times and increasing budget information for various office directors.

#### **Workplace Violence Prevention (WVP) and Crisis Management**

This initiative was emphasized through new procedures and training for managers, including contingency plans for working off-site and redundancy of computer capability. The roles of the office fire wardens were upgraded to account for staff during an emergency, and they received additional training.

#### **Advanced Leadership Development Certificate**

This new certificate program was introduced in June 2002 for those employees who have already successfully completed the requirements for the Leadership Development Certificate. Interest has been high and the certificates for those completing all of the new requirements will be awarded at the annual Learning and Development Recognition breakfast in January.

#### **PeopleSoft Upgrade**

The financial administrative staff completed the upgrade to PeopleSoft Financial Software 8.4. This upgrade, which will take effect during FY 2003-04, will provide enhanced financial management of accounting, contracting, purchasing, and budgeting for all legislative appropriations. It will provide more automated

services to various legislative offices, including on-line receiving and requisitioning.



### **Early Retirement Incentive Program**

Fifteen employees (out of 65 eligible) took advantage of the Early Retirement Incentive Program. Each of the 65 was offered detailed one-on-one counseling concerning this major decision. Eight of the 15 employees will be staying on for a few months in order to complete projects or help the legislature in its efforts to pass a budget.

### **Succession Management**

This is an ongoing process of systematically identifying, assessing and developing talent to ensure leadership continuity for all key positions within the organization. The implementation of the program was initiated in August 2002 with a very enthusiastic response. Participants work on their individual development plans with both their supervisors and the Training and Staff Development Coordinator.

### **Sick Leave Bank**

This new voluntary program was established last summer. It allows eligible employees who are absent due to a long-term illness or injury to qualify for sick leave benefits if they have exhausted all of their own accrued time. More than 50% of employees chose to elect membership in this program by donating one of their accrued sick leave days to the bank.

### **FUTURE PLANS**

#### **Conversion to Core-CT**

Core-CT is the project to replace Connecticut state government's core financial and administrative computer systems, including central and agency accounting, accounts payable, payroll, workers' compensation, personnel and other legacy systems. OLM will convert some systems to the new PeopleSoft software during FY 2003-04.



#### **Legislator Mileage on the Web**

Legislators currently submit their monthly mileage information in paper format, which is then entered into OLM's computer. But they will soon have the option of entering their information on the Web, which will give them access to historical information and reports that they currently do not receive.

## **Recruitment Manual**

OLM will distribute a new manual written for non-partisan office directors and supervisors detailing procedures to be followed when recruiting and hiring new staff. Topics will include advertising, interviewing techniques, applicant screening, correspondence and laws governing employment.



## **2002-03 ACTIVITIES**

### **Personnel and Payroll**

- \* Permanent employees – 397
- \* Permanent employees hired – 21
- \* Permanent employees leaving – 35
- \* Total number of personnel (including legislators) – 745
- \* Paychecks issued – 15,540
- \* Workers' compensation claims – 16
- \* Direct deposit program participants – 88% of permanent employees, 52% of legislators

## **Training**

- \* Training and Staff Development Program classes offered – 74 (up from 48 last year)
- \* Training participants – 923 (up from 507 last year)
- \* Employees taking in-service training classes through the Department of Administrative Services and the community colleges – 46
- \* Employees participating in the tuition reimbursement program – 25
- \* Employees participating in Workplace Violence Prevention Program Training– 75

## **Purchasing and Accounting**

<b><u>Transaction</u></b>	<b><u>Number Completed</u></b>	<b><u>Total Amount</u></b>
Vendor Payments	3,752	\$13,559,851
Credit Card Purchases	1,021	\$ 163,225
Employee Reimbursements	652	\$ 107,234
Purchase Orders	2,295	\$15,204,216

Bids Completed – 76

## **Facilities and Services**

Work requests received – 7,729 (5.7% increase from last year)

- \* Closed within 24 hours – 70.9% (66.8% last year)
- \* Closed within a week – 89.3% (89.6% last year)

Top service requests –

- \* Lights Out – 7.6%
- \* Move Furniture – 4.8%
- \* Move Boxes – 4.0%
- \* Too Cold – 4.0%
- \* Too Hot – 3.7%
- \* Deliver Water – 1.4%

Major Projects – The Concourse ceiling was painted, the LOB HVAC system was upgraded, the Capitol's paging system expanded, and the Capitol exterior steps were rebuilt on the east and north sides. Other projects included:

- \* Painted legislators' offices– 87 (55 last year)
- \* Moved legislators' offices – 97 (4 last year)
- \* Reconfigured staff areas – 63

Items of furniture purchased – 56 (209 last year)

Energy Costs – 7% increase due to the harsh winter

### **Mail Center**

- \* Regular mail – 2,132,339
- \* District-wide – 2,363,902

### **Copy Center**

- \* Total Copies – 2,685,043
- \* Legislative documents copied or produced – 411,908

### **Future Projects**

- \* Capitol/LOB – fire alarm and egress upgrade
- \* LOB – energy management system upgrade (system will detect temperature fluctuations and adjust automatically)

### **Front Office**

- \* Phone calls – 500-600 per week
- \* Travel requests
  - \* Legislators' requests processed and approved – 70 (223 last year)
  - \* Staff requests processed and approved – 53 (125 last year)
- \* Building use applications – 291, (up 10% over last year)
- \* Items sold:
  - \* Citation frames – 1,530 (1,415 last year)
  - \* US and CT flags – 236 (down 54% from last year)
  - \* CT state flag and state seal pins – 120 (250 last year)



## **The Connecticut Network (CT-N)**

- \* **Election Coverage:** The network's first-ever look inside the electoral process followed the 2002 campaigns for governor and other constitutional officers, as well as all five Connecticut congressional seats. CT-N covered 76 events in all, including the Republican and Democratic state conventions, debates, speeches and other campaign appearances.
- \* **CT-N State Civics Toolbox:** This latest educational offering was unveiled in January 2003. Available free of charge to high school and middle school teachers statewide, the *Toolbox* combines research, discussion, and mock legislature classroom activities with video of actual legislative debates from the Connecticut General Assembly for a contemporary and interactive approach to teaching civics at the state level.
- \* **Capitol News Briefings:** Also premiering in January 2003, this new programming segment allows CT-N to follow the public policy process out of the hearing rooms and assembly chambers and into the hallways of the Capitol Building, where a lot of the action tends to happen. For the first time, Connecticut Network cameras have joined the ranks of the Capitol press corps, patrolling the corridors and covering the important media briefings given by the governor, legislative leaders, and other officials.
- \* **Network Vision:** The inaugural issue of CT-N's new quarterly e-newsletter arrived in the email inboxes of all legislators and CGA staff in February 2003. **Network Vision** gives a behind-the-scenes look at the philosophy, operations, technology, and people that bring the Connecticut Network to life.
- \* **OEM link:** Working in conjunction with the Office of Emergency Management and the Adjutant General's office, the Connecticut Network in March installed a special fiber optic link between the Emergency Operations Center in the State Armory and its control room in the Legislative Office Building. This gave the network the new capability to broadcast live from the Armory in the event of an emergency.

	<b>2002- 2003</b>	<b>2001- 2002</b>	<b>% Change</b>
Events covered by CT-N	935	852	10%
Website hits on ct-n.com	9,736,460	5,642,463	73%
Cable TV households with full-time CT-N access	395,000	199,000	98%

### **League of Women Voters' Capitol Tours**

Visitors taking tours – over 30,000

Tours provided – over 1,600

Visitors' residence:

- \* Connecticut – 148 towns represented
- \* Other states – 46 states represented
- \* Foreign countries – 60 countries represented

Tours given to students – 83%

- \* 4<sup>th</sup> graders – 53%
- \* 6<sup>th</sup> – 8<sup>th</sup> graders – 12%
- \* 5<sup>th</sup> graders – 10%
- \* 3<sup>rd</sup> graders – 8%
- \* 9<sup>th</sup> – 12<sup>th</sup> graders – 7%

Examples of groups receiving tours:

- \* New legislators and staff
- \* Russian judges
- \* Chinese and Ukrainian legislators
- \* Greater Hartford Jaycees

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***Mission:*** The Office of Legislative Management provides administrative, financial, compensation, and human resources services to the General Assembly and oversees the management and maintenance of all buildings and grounds under its supervision and control for the benefit of legislators, their staff, and the public.

## STATE CAPITOL POLICE

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William Morgan, Chief



**STAFF** – The State Capitol Police has 23 officers and 12 civilian employees.

### **Department Core Values**

***Respect*** for all persons both in and outside the organization.

***Strive for excellence*** in all our activities.

Provide a high level of ***Customer Service*** at all times.

### **Selected Statistics from the 2002-03 calendar year**

- \* Arrests: 76
- \* For criminal activity: 15
- \* For motor vehicle violations: 51
- \* Bomb threats: 2
- \* Animal complaints: 5 (4 roaming dogs, 1 chicken )
- \* Weapons violations: 1
- \* Demonstrations and rallies: 44
- \* Fires: 4 (2 outdoor fires and 2 vehicle fires)
- \* Fire alarms: 20 (14 fire drills, 6 alarm conditions investigated)



### **Department Accomplishments for 2002-2003**

- \* Commission on Accreditation for Law Enforcement Agencies, Inc. awarded the department National Accreditation in March 2003.
- \* Completion of the security system upgrades.
- \* Began a new bike patrol.



## **Statistical Highlights**

- \* 14% increase in case numbers
- \* 83% increase in demonstrations and rallies
- \* 21% increase in medical calls
- \* 77% increase in hazardous conditions due to severe weather

## **Training**

- \* The department logged more than 1,350 hours of mandated and specialized training.
- \* All sworn officers completed 32 hours of in-service training in cooperation with the West Hartford Police Department.
- \* Four officers received certification as Bike Patrol Officers.
- \* A sergeant and an officer received special dignitary protection training.
- \* Training was received for the public information officer, first line supervisor and field training officer.
- \* Medical training and recertification with the Automatic External Defibrillation unit for the department.
- \* Cyber crimes training.

## **Special Events**

- \* Veteran's Day parade, Gun Safe rally, and a visit by Miss America in late 2002
- \* Opening Day and Inauguration of Governor John G. Rowland was the first event of 2003
- \* State Employee Unions' "Turn Up the Heat" rally
- \* UConn Husky victory rally
- \* Salvation Army Easter Egg Hunt
- \* Junior Achievement Grand Prix Event
- \* Hartford Concorso Ferrari

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**MISSION:** *The State Capitol Police support the State Legislature by creating a safe and secure environment in which to conduct the legislative process. It carries out this role in a manner that respects the rights and dignity of all persons.*

## **INFORMATION TECHNOLOGY SERVICES**

Ronald A. Bianca, Director

**STAFF** – There are 25 people on the ITS staff. Their responsibilities include manning the Help Desk, staffing the PC/LAN and Applications Development groups, managing IT training, and facilitating the IT architecture.

### **HIGHLIGHTS**

- \* Upgraded and replaced all the PCs and Laptops for legislators and staff. The rollout of the new IBM, Intel Pentium 4 equipment included 390 laptops, 480 desktops and 825 NEC 17" flat panel monitors.
- \* Upgraded the operating systems to Microsoft Windows XP. The new version of Windows allows for faster startup and shutdown, improved mobility within the internal network, and enhanced client security.
- \* Implemented a completely redesigned single-version CGALITES and CGA Internet web site. The new site provides a more intuitive look-and-feel, loads faster, and allows speedier navigation to destination pages.
- \* Upgraded communications inbound and outbound, increased Internet access bandwidth (speed), and converted to a more reliable remote dial-in service.



- \* **ITS User Group:** This group of technology users, with representatives from all legislative offices, is a forum to discuss user needs, foster new

ideas, provide feedback, and create a more cohesive working relationship between ITS and other legislative offices. A subcommittee of this group worked actively with ITS on the computer upgrade project. Many members of the full user group participated in a number of ways on the rollout of the new web site, including design and navigation considerations.

## **FUTURE PLANS**

- \* **Infrastructure:** Continue to consolidate and upgrade electronic infrastructure to provide a more fail-safe, fault-tolerant computing and network environment.
- \* **Business Continuity:** Expand computing redundancy capability to provide for continuous operations in the event of an environmental or service disruption.
- \* **CoreCT:** Appropriately integrate the PeopleSoft Financial systems and PeopleSoft Human Resources system with the Executive Branch's implementation of PeopleSoft in their CoreCT project.



## **2002-03 ACTIVITIES**

### **Internet Activity (daily averages)**

- \* Visitors - 8,681
- \* Pages viewed - 58,194
- \* Visitor session length - 4:26 minutes

## Help Desk

- \* Total number of calls - 8,245
- \* Calls during session - 4,402
- \* Calls closed on first contact - 70%
- \* Calls closed within 24 hours - 93%

## Training

- \* On-site classes – 87
- \* Attendees on-site – 657
- \* Off-site classes – 61
- \* Attendees off-site – 117
- \* Other training - 74 sessions, 90 attendees

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**MISSION:** *Information Technology Services provides the General Assembly with high-quality, cost-effective information systems and technology services to support all aspects of the legislative process.*



## NOTE TO READERS

Please let us hear from you. Does this report give you the information you need on the operations of the nonpartisan legislative offices? Is something missing?

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